Course Code: BCOM E4032

Title: Knowledge Management

Type/Status: Core

Aims: This course module is designed to provide the broader understanding of informational and intellectual capital in an organization and to give required insight to create codified and articulate knowledge within business organizations.

Learning Outcome:

By the end of this course unit students should be able to:

- explain the core concepts and theories of knowledge management
- define the stages in the knowledge management process
- identify the likely implications of knowledge management for different business activities and processes
- identify barriers to the growth of knowledge management
- exploit knowledge management in a chosen organization or business sector
- identify knowledge management systems
- and the underlying technologies

Course Content   :

Introduction to Knowledge Management.

Theories of knowledge management. The knowledge management process. Knowledge management systems. Intelligent agents. Data mining and group ware. Applications. Maintaining the knowledge. Design of reward systems. Managing the knowledge management process and knowledge management systems. Implication for corporate culture and organizational learning.

Method of Teaching &Learning:

Seminar & self learning

Scheme of Evaluation:

End year examination

Recommended Readings

Bergeron, B. (2006). *Essentials of Knowledge Management.* J- Wiley Publishers.

Steve, Fuller. (2001). *Knowledge Management Foundations*. Butterworth-Heinemann.

Amrit Tiwana, (2002). *The Knowledge Management Ttoolkit*. (2nd Edition). Prentice Hall.

Kimiz Dalkir, (2005). *Knowledge Management in Theory and Practice.* Butterworth –Heinemann.